

# How to Set Up Eats365 QR Ordering in the Customer Portal

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## What Is This?

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The Eats365 QR ordering feature lets customers scan table QR codes from the customer portal to place dine-in orders. It can also show a delivery/pickup button for online ordering without scanning.

## Real-Life Example

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Wei Lin runs two nasi lemak outlets in KL. Each table has an Eats365 QR code. She wants loyalty members to scan those codes from the portal and order directly with their details passed through. After setting up both spaces, her customers can scan any table QR to dine in or tap delivery to order pickup — all from the same portal.

## How to Set It Up

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1. Go to **Admin Panel** → **Loyalty Program** → **Customer Portal Design** and open the theme you want to edit.

# Pixalink

## Loyalty Program



Record Points



Transactions



Rewards



E-commerce Transactions



POS Transactions



Customer Portal Design



News Feed



Referral Configuration



Tier Configuration



Feedback



## Paid Membership Types

2. Select the **Feature** tab, scroll to **Ordering System**, and tap **Add Location**.
3. Choose the **Location** (space) from the dropdown, then turn on **Enable Ordering** and set the **Ordering Provider** to **Eats365**.
4. Fill in the Eats365 credentials:
  - **Eats365 Ordering URL** — the base ordering URL from Eats365
  - **Service ID** — the UUID from Eats365
  - **OEM API Key** — the 32-character key from Eats365
5. Set the toggles:
  - **Enable Ordering** — turn this on to make ordering live for this location. When off, the entire ordering section is hidden from the portal for this space.
  - **Enable Table QR Scan Mode** — when on, a **Scan Table QR** button appears on the portal order page. When off, the QR scanner is hidden and customers can only use the Delivery/Pickup button (if enabled).
  - **Show Delivery/Pickup Button** — when on, an **Order Delivery/Pickup** button appears below the QR scanner (or alone if QR Scan Mode is off). For multi-outlet businesses, tapping this shows a location picker. This works independently of QR Scan Mode — you can enable one or both.

## Ordering System

Configure ordering for each of your locations. Each location can have its own ordering provider and settings.

### Location Ordering

Bangsar Village



#### Location

Bangsar Village



Leave blank to apply this configuration to ALL locations. Select a specific location to override the default.

☒ Enable Ordering

#### Ordering Provider

Eats365



#### Eats365 Ordering URL

https://order.eats365.com/store/bangsar-village

#### Service ID

2c163d98-6544-426f-a3c0-513ff37ba153

UUID format from Eats365 (e.g., 2c163d98-6544-426f-a3c0-513ff37ba153)

#### OEM API Key

a1b2c3d4e5f6g7h8i9j0k1l2m3n4o5p6

32-character encryption key from Eats365 (no dashes)

☒ Enable Table QR Scan Mode

When enabled, customers can scan Eats365 table QR codes to order. This is ideal for restaurants with multiple tables, as each table URL is dynamically read from the QR code.

☒ Show Delivery/Pickup Button

When enabled, customers can switch from table QR scanning to delivery/pickup ordering. This provides flexibility for customers who want online ordering instead of dine-in.

Add Location

6. **Save** the theme. Repeat steps 2–5 for each space that needs its own setup.

## Good to Know

- **Service ID** must be UUID format, **OEM API Key** must be exactly 32 alphanumeric characters.
- Leaving **Location** blank makes it the default for all spaces. A space-specific entry overrides the default.
- The QR scanner only accepts Eats365 codes — other QR codes show an error.
- Customers must be logged in to the portal for ordering to work.
- Multi-outlet businesses show a space selector when customers tap delivery/pickup.

## What's Next?

- Set up space QR codes for customer check-in